

**Subject:** recycla program

**From:** Stuart Rapeport <Vice-President@oldla.org>

**Date:** 10/19/2017 12:05 PM

**To:** "Conrado.Terrazas@lacity.org Terrazas" <Conrado.Terrazas@lacity.org>, "arturo.chavez@lacity.org" <arturo.Chavez@lacity.org>, william.cody@lacity.org

**CC:** Tom Wilson <tom@duckettwilson.com>

I thought you'd like to know the representative from United Waste System did come by today. He carefully explained the options we had, the pricing, the benefits, the distance fee, the locked gate charges.

He was a nice enough guy and patient with our questions and observations. Thought you'd like to know that the meeting went OK.

Remember the importance of having well informed customer contact representatives for any future city rollouts or changes to existing programs.

thanks -Stuart

p.s. The primary contact most businesses and multi-residential clients have with trash pickup will be the drivers or as their recyclA brochure calls them "valets" and they need to be well informed and patient with the customers as well.